

## **EDITED TASK LISTING**

### **CLASS: Associate Information Systems Analyst (Supervisor)**

*NOTE: Each position within this classification may perform some or all of these tasks.*

<b>Task #</b>	<b>Task</b>
1.	Interpret and apply methods, practices, and products of the SDLC (Systems Development Life Cycle) to ensure compliance with established guidelines based on industry best practices for IT (Information Technology) projects.
2.	Provide leadership to team members using proven methods and practices as needed to produce quality products for the customer.
3.	Train staff to improve their skills and knowledge utilizing various methods, (e.g., classroom, on the job, mentoring, etc.) as required for the performance of their job.
4.	Educate employees on the proper application of the established Equal Employment Opportunity (EEO) guidelines defined in State and departmental policies in order to maintain a work environment free of discrimination and harassment.
5.	Provide technical assistance to customers utilizing skills, knowledge, and expertise to solve technical problems when requested.
6.	Identify and apply State and departmental standards and directives in the preparation of documents, (e.g., Budget Change Proposal (BCP), Feasibility Study Reports (FSR), Special Project Reports (SPR), Post Implementation Evaluation Report (PIER), etc.) as required.
7.	Communicate in a professional and effective manner with co-workers, vendors, customers, management, etc. utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations.
8.	Deliver effective oral presentations to management, customers, and technical staff to provide information utilizing various resources (e.g., tools, equipment, aids, knowledge, skills, etc.) as appropriate.
9.	Prepare effective written products for management, customers, and technical staff to provide information and documentation utilizing various resources (e.g., software tools, knowledge, skills, etc.) as appropriate.
10.	Analyze pending legislation and bills to produce an impact assessment utilizing subject knowledge, research and customer expertise in accordance with departmental standards, policies, and established guidelines.
11.	Participate in the development of Departmental statewide policies and procedures specific to information technology to provide information, knowledge, etc., utilizing appropriate resources, under the direction of departmental management and/or control agencies.
12.	Manage multiple priorities to produce quality products and/or services for customers by utilizing effective time management skills as needed.
13.	Develop project reports for management and customers to ensure communication of current status utilizing various resources (e.g., project plans, schedules, etc.), following appropriate reporting standards.
14.	Manage IT contracts to ensure adherence with the defined scope of services by reviewing deliverables as outlined in the contractual agreement in accordance with established guidelines.

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<b>Task #</b>	<b>Task</b>
<b>15.</b>	Assist in the development of disaster recovery plans to ensure recovery of the Department's IT assets in the event of a failure, utilizing requirements and procedures as defined in the State Administrative Manual (SAM).
<b>16.</b>	Perform tests of the disaster recovery plans to ensure recovery of the Department's IT assets in the event of a failure by executing defined backup and recovery procedures as mandated by the SAM.
<b>17.</b>	Periodically review customer-reported application problems to identify trends and patterns and apply preventive measures (e.g., onsite training, application modifications, etc.) utilizing various resources (e.g., knowledge, skills, available documentation, etc.) to improve customer service.
<b>18.</b>	Perform tests on changes to the IT environment using standard testing methods, processes, and procedures as needed, to ensure continued operation.
<b>19.</b>	Develop and verify new or revised user material (e.g., training manuals, instructor notes, user guides, online help, job aids, etc.) to deliver quality information to the user as needed.
<b>20.</b>	Train customers, as needed, to effectively use IT systems using training documents, tools, and techniques.
<b>21.</b>	In accordance with State Personnel Board (SPB) Rules and Regulations, facilitate the hiring process by conducting interviews, evaluating and selecting candidates to fill identified vacant position(s).
<b>22.</b>	Effectively delegate work assignments to staff with appropriate guidance, direction, and instruction to complete work as needed.
<b>23.</b>	Communicate with customers utilizing various resources (e.g., knowledge, skills, manuals, etc.), as needed, to identify project requirements and priorities using the customers' business knowledge.
<b>24.</b>	Provide direction to staff in completing work assignments in accordance with established guidelines and standards (e.g., State Administrative Manual, SDLC, Department Operations Manual) on an on-going basis.
<b>25.</b>	Evaluate employee performance to ensure performance objectives/standards are met by monitoring work assignments and behaviors as required by SPB.
<b>26.</b>	Provide feedback to employees to ensure performance objectives/standards are met through the use of Individual Development Plan (IDP) and Report of Performance (ROP) as required by the SPB.
<b>27.</b>	Following the Department's disciplinary process, apply progressive discipline, and take corrective action to improve employee performance when disciplinary problems occur utilizing various resources (e.g. laws, rules, policies, procedures, etc.).
<b>28.</b>	Retain qualified staff by providing challenging assignments, training, and other motivating techniques on an ongoing basis in order to increase and/or maintain information technology expertise.
<b>29.</b>	Carry out supervisory responsibilities in the work place with regard to department-wide mandates concerning EEO, American Disabilities Act (ADA), and other personnel practices as defined by regulatory agencies and established guidelines/policies.

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<b>Task #</b>	<b>Task</b>
30.	Analyze IT related problems and develop solutions for customer reported or production problems utilizing various tools and resources on a daily basis.
31.	Receive customer calls and document user problems and/or request for services in order to resolves or distributes to appropriate IT units using departmental tracking tools as needed.
32.	Provide multi level support to resolve problems of the most complex nature (e.g., network, hardware, software, applications, etc.) to support customers experiencing system interruptions using various resources.
33.	Provide on-going support for office systems (e.g., microcomputers, multifunction automated systems, and teleprocessing networks and/or systems, etc.) for field and/or headquarter offices in accordance with departmental guidelines to maintain continuous operation utilizing various resources (e.g. knowledge, communication skills, etc.).
34.	Develop or modify departmental information standards and procedures using current industry standards to support changes driven by IT trends.
35.	Act as leadperson, when assigned, over technical personnel in the performance of information system tasks using technical expertise and communication skills.
36.	Participate as a team member on a complex information technology project, crossing organizational boundaries when necessary, utilizing various resources (e.g., project life cycle principles, knowledge, skills, etc.) for the duration of the project.
37.	Review plans, designs, and system specifications developed by other project teams, utilizing available resources (e.g., documentation, knowledge, skills, etc.) to gain technical expertise and to identify necessary interfaces with assigned project as required.
38.	Contact users and staff throughout the Department during the initial phase of a project to discuss business needs or system requirements utilizing various communication tools (e.g., automated systems, survey, mail, phone, etc.) in order to produce effective end-user documentation as needed.
39.	Continuously monitors the network and network devices using appropriate monitoring tools (e.g., Netview, Openview, Network Node Manager, Microsoft tools, etc.) to identify possible outages and manage responses to alerts.
40.	Recommend improvements for incident control or problem management processes based on analysis of current process and service agreements on an on going basis.
41.	Visit user sites on a routine basis to observe their operations and better understand user constraints and requirements to determine IT replacement or upgrade needs utilizing current departmental standards.
42.	Using Microsoft Office tools, originate and write technical documentation as required for project team members and/or managers for review and approval applying documentation standards.
43.	Analyze requests for changes to existing systems, upon receipt to determine feasibility and provide work/time estimates using available resources (e.g., knowledge, skills, system documentation, etc.).
44.	Conduct informational sessions, relative to IT topics, at the Department's annual computer coordinators' meeting using presentation skills and aids.

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<b>45.</b>	Development of project plans and schedules per the project manager's direction, using project management tools for complex project efforts.
<b>46.</b>	Report project progress and deviations from schedules to supervisor on a routine basis, to provide current status on the project, using an appropriate reporting medium (e.g., verbal, written, automated, etc.).
<b>47.</b>	Participate in the development of procedures and standards using appropriate reference materials and resources, as needed, to support changes in the IT environment.
<b>48.</b>	Participate in planning, design, development, testing, and migration activities for new systems or enhancements to existing systems to contribute to the overall project success using industry best practices for the duration of the project.
<b>49.</b>	Accurately interpret and apply Project Initiation policies utilizing available resources (e.g., staff, knowledge, SAM, Statewide Information Management Manual (SIMM), etc.) to ensure compliance with the departmental project initiation process when beginning a new project.
<b>50.</b>	Participates in the development and review of project funding documents (e.g., Budget Concept States (BCSs), Budget Change Proposals (BCPs), Finance Letters, and Deficiency Letters, etc.) to meet Agency and Departmental budgetary requirements, using established guidelines as required.
<b>51.</b>	Install software components (e.g., operating systems, office tools, etc.) as needed, on new or existing computers to create an efficient work environment for customers, utilizing approved guidelines.
<b>52.</b>	Configure software components (e.g., operating systems, office tools, etc.) as needed, on new or existing computers to create an efficient work environment for customers, utilizing approved guidelines.
<b>53.</b>	Install hardware components (e.g., personal computers, printers, network components, etc.) as directed, in compliance with approved guidelines to create an efficient work environment for customers.
<b>54.</b>	Implement physical security measures to the Department's IT environment to ensure the security of automated systems and data integrity, using established procedures related to the security of IT assets, as mandated.
<b>55.</b>	Maintain system security for the Department on an on going basis to prevent or detect unauthorized access (e.g., assign ID's and access levels, reset passwords, make periodic security checks, etc.) using established procedures and authorization documents.
<b>56.</b>	Acts as IT Liaison between Headquarters and Field (e.g., Institutions, Paroles, etc.) to coordinate information system matters utilizing various tools (e.g., interpersonal skills, knowledge, etc.), on an as needed basis.
<b>57.</b>	Track hardware and software inventory to account for IT assets (e.g., personal computers, printers, network components, operating systems, licenses, etc.) in accordance with departmental guidelines on a routine basis.